



**National Qualifications 2012
Internal Assessment Report**

Skills for Work — Hospitality

The purpose of this report is to provide feedback to centres on verification in National Qualifications in this subject.

National Courses

Course Code: C244 10

F19E 10 Working in the Hospitality Industry
F19G10 Working in the Professional Kitchen

F19J 10 Working Front of House

F19K 10 Introduction to Events

Course Code: C 260 11

F3J2 11 Front of House Operations
F3J0 11 Developing Skills Working in the Hospitality Industry

F3J1 11 Developing Skills Working in the Professional Kitchen

F3J3 11 Hospitality Events

General comments

This has been a positive year for Skills for Work (SfW) Intermediate 1 & 2 and evidence presented to External Verifiers (EVs) suggested that both awards had been delivered to a good standard. Sixteen centres were selected for external verification. However, eight of these centres did not run the Courses this session.

Staff members showed a clear and accurate understanding of the criteria for assessment over both award areas and are working to the national standard.

Continuing professional development (CPD) activities for staff delivering the Courses were relevant, up to date, recorded and met requirements.

Preparation for external verifying visits was well organised with all requested documentation available. Visit plans were well received; feedback suggested this encouraged more focused visit preparation and allowed for better understanding of external visit requirements.

Standardisation and consistency in evidence recording was maintained across all assessors. Internal verification procedures were robust in most instances and good support was provided to assessors by Internal Verifiers. Evidence of internal verification was provided online with many centres now making good use of in-house systems and technology.

Evidence of innovative approaches used in delivery and assessment included:

- ◆ integration of assessments and associated documentation
- ◆ strong industry links and good partnership arrangements
- ◆ work placements within local hotels, school canteens and other catering establishments

Some centres have integrated individual SfW Units with other National Qualifications and Hospitality Courses and also Scottish Vocational Qualifications Units at Level 1. Learners have benefitted from consistent support and guidance provided by centre staff and industry providers. This has accelerated their learning and inspired many to seek employment within the hospitality sector.

Observation is the primary method of assessment within both awards and this allows learners to demonstrate competence against the award criteria. Candidate evidence was presented in a logical and comprehensive manner and exhibited a consistent standard. Scotland's Colleges and centre-devised learning materials have proved to be good

resources. Communication links with candidates in rural locations were strengthened by the use of e-mail and video conferencing. Photographic evidence and video recordings of special functions and events encouraged better planning and self-evaluation. Feedback from candidates was positive in most instances and this suggested that they had been well supported throughout the awards. Learner support was widely available and offered where necessary.

Those centres that have extended delivery to the Intermediate 2 award have delivered this successfully and EVs have commented on many good practices within the award.

Course Arrangements, Unit specifications, instruments of assessment and exemplification materials

Centres have ensured that assessors are familiar with the Course Arrangements and demonstrated good knowledge and understanding of the Unit specifications, instruments of assessment and exemplification materials. Assessor judgement of candidate performance was appropriate and recorded accurately in most instances. Provision was made where learners required special assessment arrangements.

SQA evidence recording documents are currently being used by all centres delivering Intermediate 1 & 2 awards. This ensures fair and equal opportunities for all learners.

Some centres devised additional learning materials and in-house computer programs to support the delivery of the awards.

Evidence Requirements

Centre staff members demonstrated a clear understanding of the Evidence Requirements for the Courses. Where Units were integrated with SVQ or other NQ programmed Courses, evidence was appropriate and clearly recorded.

EVs reiterated the importance of Evidence Requirements with staff delivering the Courses and offered guidance where gaps were identified.

Administration of assessments

Centres have ensured that assessments are at the appropriate level for the target learners. These are administered when they have reached a required standard of competence and gained sufficient knowledge and understanding of the assessment requirements.

Assessments are often integrated; also, a holistic assessment approach was seen to be particularly constructive where candidates are working with others who have more advanced levels of knowledge and skills. Where this took place, assessments were planned and mapped against the award criteria. EVs provided guidance and recommendations where gaps were identified.

Observation is the primary method of assessment allowing candidates to demonstrate competence against the award criteria and naturally occurring evidence to enhance assessment opportunities.

National Assessment Bank (NAB) materials are being used by all delivering centres, ensuring equal and fair opportunities for all learners.

Internal verification is taking place in centres and most have robust procedures in place. EVs reported that some centres are at present reviewing their internal verification policy to take account of various start and finish dates, allowing it to happen on a more regular basis.

Internal verification is sometimes carried out on a one-to-one basis daily with staff members actively cross-marking. Staff members are also being included more in team meetings in school, college and across regions. Staff attendance at these meetings was recorded and the meetings had been evidenced by minutes. EVs provided positive guidance and advice on the importance of internal verification.

Areas of good practice

EV reports highlighted the following good practice:

- ◆ Candidate logbook to record everyday activities
- ◆ Internet facilities available providing opportunities to share good practice and access learning materials
- ◆ Excellent partnership arrangements providing a good variety of commercial and residential establishments
- ◆ Innovative approaches to timetabling, eg releasing candidates over lunch periods to undertake work experience and ensuring there was sufficient participative activities to allow candidates to be assessed within a variety of realistic workplace environments

In addition, candidates have gained a broad understanding of the hospitality industry and some have secured part-time employment.

Specific areas for improvement

Centres must carry out internal verification throughout the delivery of the awards.

It is considered good practice to internally verify candidate work as they are progressing through the Units, and prior to external verification.

Records should be kept of internal verification activity as well as candidate achievement.